

Muhammad Hamza

Operations/Project/Business Development Manager
<https://www.linkedin.com/in/muhammadhamza3492>

Dubai, UAE

+971528059211

muhammadhamza3492@gmail.com

Summary

Versatile and results-driven professional with cross-functional experience in operations, project management, and business development. Skilled at leading teams, streamlining processes, and delivering impactful solutions that drive business growth in fast-paced, tech-driven environments.

Education

Bachelor of Science: **Computer Science** – 2013 - 2017
University of Lahore, Lahore Pakistan

Experience

AnteChip Gaming Services, Dubai UAE

March-2022 to April-2025

Operations Manager

As part of the executive leadership team, led organizational transformation and operational scalability initiatives in a growth-stage technology company.

- Developed and executed operational strategies that improved delivery efficiency by **25%**, reducing project turnaround time across departments.
- Implemented a company-wide process optimization initiative, resulting in **15% cost savings** year-over-year.
- Led cross-functional teams (tech, HR, finance, and product) in aligning OKRs with business strategy, enhancing interdepartmental collaboration.
- Spearheaded the creation and roll-out of 10+ SOPs to streamline workflows and support rapid scaling in product delivery.
- Managed an annual budget of **\$1.5M**, overseeing financial planning, reporting, and audit preparation with zero compliance issues.
- Supported talent acquisition strategy, contributing to **30% headcount growth** while maintaining a <10% turnover rate.
- Established KPIs for team performance and productivity, improving visibility into operations and enabling data-driven decision-making.
- Represented the company at industry events and investor meetings, helping secure strategic partnerships and brand recognition.

Key Skills:

Project Lifecycle Management | Cross-Functional Leadership | Strategic Planning | Agile & Scrum | Budgeting & Forecasting | Business Process Optimization | Stakeholder Engagement | SaaS & Tech Ops | Client Relationship Management | Team Building & Mentorship

Tools & Technologies:

- Slack, Jira, Monday.com, Skype, Zoom, Google Meet, Github, Figma, DigitalOcean, AWS, GoDaddy, Laravel, PHP, HTML, CSS, Tailwind, React, React JS, Angular, Node JS, Database, Servers

IBStudios, Lahore, Pakistan

November-2021 to November-2024

Business Development Manager (Remote)

Drove strategic growth and client acquisition efforts for a digital services company in a competitive B2B environment.

- Increased B2B client portfolio by **40%** through targeted outreach, strategic proposals, and stakeholder engagement.
- Designed and executed go-to-market strategies that boosted revenue by **35%** in under 12 months.
- Negotiated and closed high-value partnerships, averaging \$150K per deal, contributing directly to top-line growth.
- Conducted in-depth market and competitor analysis to guide product positioning and pricing strategies.
- Collaborated with delivery and product teams to align business development objectives with service capabilities.
- Developed a CRM system to track sales pipeline performance, resulting in **20% faster deal cycles**.
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Skills:

- Identify Opportunities, Client Relations, Sales Strategy, Negotiation, Market Research, Proposal Writing, Collaboration, Reporting

CodeXLayer, Lahore Pakistan

July-2020 to November-2022

Project Manager

Led end-to-end project lifecycle management for software and mobile app development projects in an agile environment.

- Managed **10+ concurrent projects**, delivering 95% of them on time and within budget while exceeding client satisfaction KPIs.
- Oversaw cross-functional teams of up to 15 people across design, development, and QA.
- Introduced agile project methodologies and sprint planning, improving team velocity by **30%**.
- Developed project tracking dashboards and performance reports, enabling data-driven oversight and issue resolution.
- Facilitated stakeholder engagement and requirement gathering to ensure alignment of deliverables with business objectives.
- Mitigated project risks through proactive contingency planning and real-time issue management.

Tools & Technologies:

- Unity, C#, XCode, Android Studio, Trello, Skype, Zoom, Google Meet, Github, Cross Promotion, Google Play Console, Appstore, Amazon, Huawei, Google Trends, Sensor Tower, Ads Implementation, InApp Implementation, Google Ads, Game Publishing, Game Monetisation, Game Marketing, Trends Search
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Mega Millions Studio, Lahore Pakistan

March-2019 to June-2020

Senior Game Developer

Delivered high-performance game applications with a focus on scalable architecture, cross-platform deployment, and monetization strategies.

- Led architecture and development of 5+ mobile games, achieving over **1M cumulative downloads**.
- Mentored junior developers and managed end-to-end development cycles, including code optimization and QA.
- Implemented monetization strategies including in-app purchases and ad integrations, increasing average revenue per user (ARPU) by **20%**.
- Partnered closely with artists and designers to ensure smooth and timely content pipeline delivery.

Tools & Technologies:

- Unity, C#, XCode, Android Studio, Skype, Zoom, Adobe Photoshop, Google Play Console, Appstore, Google Trends, App Annie, Sensor Tower, Ads Implementation
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Bingo IT, Lahore Pakistan

June-2017 to Feb-2019

Game Developer

Contributed to full-cycle game development and remote team collaboration in a client-facing role, laying the foundation for the company's expansion into game development.

- Developed and maintained multiplayer game features in Unity 3D, including successful integration of Dissonance Voice Chat using the Master Server Kit, improving user engagement.
- Acted as the primary in-office developer, collaborating closely with a remote Australian counterpart to ensure consistent project alignment and delivery.
- Led client-facing technical discussions, translating requirements into actionable development tasks and resolving issues in real time.
- Championed the creation of a dedicated Game Development division, presenting a strategic case to executive leadership that resulted in departmental expansion and new revenue streams.
- Contributed to UI/UX enhancements that improved user experience and streamlined game interface navigation.

Tools & Technologies:

- Trello, Skype, Zoom, Github, Unity, C#, Dissonance Voice Chat, Master Server Kit
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Skills and Expertise

A versatile professional with a strong blend of technical, operational, and leadership skills, capable of driving cross-functional initiatives, optimizing processes, and delivering measurable business outcomes in fast-paced tech environments.

Core Competencies

- **Project & Operations Management:** Project Planning, Delivery Management, Resource Allocation, Budgeting, Risk Management, Strategic Execution, Agile & SCRUM Methodologies
 - **Leadership & Team Management:** Cross-Functional Team Leadership, Productivity Optimization, Performance Monitoring, Stakeholder Communication, Talent Development
 - **Business & Client Strategy:** Business Development, Client Relationship Management, Negotiation, Proposal Writing, Lead Generation, Account Growth, Client Satisfaction
 - **Process Optimization & Reporting:** Process Improvement, Quality Assurance, KPI Tracking, Professional Reporting, Operational Efficiency
 - **Technical Skills & Development:** Software Development, Web Development, Game Development, Technical Direction, In-App Purchase Integration, Ads Implementation
 - **Marketing & Growth Strategy:** Go-to-Market Planning, Marketing Strategy, Facebook & Google Ads, App Store Optimization (Google Play, App Store, Huawei, Amazon), Market Research
 - **Analytical & Strategic Thinking:** Opportunity Identification, Problem-Solving, Strategy Building, Research & Development
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Language and Tools

Experienced in a wide range of tools and technologies across software development, project management, game design, and digital operations. Proficient in leveraging these platforms to drive collaboration, optimize workflows, and deliver scalable, high-impact solutions in fast-paced tech environments.

Programming & Web Technologies

Used for developing responsive websites, backend systems, and cross-platform applications—including mobile games and interactive solutions. These tools supported the full development lifecycle across both client-facing products and internal business platforms.

- **Languages:** C#, HTML
- **Web Development:** WordPress, Shopify
- **Mobile & Game Development:** Unity, Xcode, Android Studio, Visual Studio

Project & Team Management Tools

Used extensively for planning, task tracking, team collaboration, and process automation across agile and cross-functional teams.

- Jira, Trello, Asana, Monday.com, Typeform, SurveyMonkey

Version Control & Collaboration

Essential tools for remote coordination, code versioning, and real-time communication with global teams and stakeholders.

- GitHub, Discord

Design & Content Tools

Used to create engaging visual content, UI/UX prototypes, and marketing assets for both internal and client-facing initiatives.

- Adobe Photoshop, Canva, CapCut

Analytics & Market Research

Utilized to assess market trends, app performance, user behavior, and to inform data-driven business decisions.

- Google Trends, App Annie, Sensor Tower, Google AdSense

Publishing & SEO Platforms

Used to manage app deployment, monitor performance, and optimize visibility across app stores and digital platforms.

- Google Play Console, Apple App Store, Huawei AppGallery, Amazon Appstore, GoDaddy

Other Relevant Tools

Applied for technical diagnostics, competitor analysis, and integration with e-commerce and logistics platforms.

- Reverse Engineering (for optimization/debugging), InstaShop (used in-market analysis or commerce integration)

Social Events

Computer Science Society (University of Lahore 2014-2016)

During my time at university, I joined a community that enriched my overall experience beyond academics. This involvement provided valuable lessons in time management, resource allocation, and problem-solving through the organisation of various events and workshops.

Office Events (Code X Layer)

As a Project Manager at Code X Layer, I had the privilege of spearheading collaborative efforts to organise a Mango Party, aimed at fostering camaraderie and employee morale through a social gathering.

Additionally, we orchestrated engaging games with exciting prizes and arranged a cricket match, providing

our employees with opportunities for extracurricular enjoyment and healthy competition, complete with rewarding incentives.

Diverse Experiences

Teaching

During my university years, I undertook a teaching role as part of my commitment to continuous learning and productivity. I was responsible for instructing students in grades 9 through 12, primarily focusing on mathematics and computer science courses. My motivation for engaging in this teaching role was not only driven by a passion for learning but also by a desire to be financially independent and contribute to my own income, rather than solely relying on familial support.

Travel and Tourism

I have been actively involved in supporting a friend's tourism company, wherein my responsibilities encompass itinerary creation, tour planning, and budgeting. Additionally, I have been instrumental in securing clients through marketing efforts on platforms such as Instagram and Facebook. In pursuit of part-time income, I have also dedicated time to crafting tourism-related posts to enhance the company's online presence and promotional activities.

Customer Service Representative

Upon my initial arrival in the UAE with the goal of supporting both my family and myself, I promptly seized the first opportunity that presented itself, which happened to be a position in a call centre. This decision was made with the aim of securing the basic necessities and financial stability during that period.